

WISCONSIN WORKS (W-2) CONTRACT AND IMPLEMENTATION (C&I) COMMITTEE

201 E Washington Ave., GEF 1, Room D203

Madison, WI

May 21, 2004

10:00 AM - 12:00 PM

MINUTES

COMMITTEE: Members (Present = X)

| | | | |
|-----------------------|-----------------------|--------------------|-----------------------|
| X Bill Clingan, Chair | DWD/DWS | Teresa Pierce | Workforce Connections |
| X Marcia Christiansen | Forward Service Corp. | X Marilyn Putz | Kaiser Group |
| X Liz Green | Capitol Consortium | Terri Rapp | PAW Consortium |
| X Connie Hendries | Lakeshore Consortium | John Rathman | Outagamie County |
| X Deb Hughes | Southwest Consortium | X Carmen Rivera | OIC-GM |
| X Ed Kamin | Kenosha County | X Shirley Ross | LaCrosse County |
| X Tina Koehn | UMOS | X Judy Steinbicer | Rock County |
| X Kathi Madsen | Douglas County | X Jerry Stepaniak | MAXIMUS |
| | | X Michael Van Dyke | Door County |

COMMITTEE: Alternates (Present = X)

| | |
|--------------|------------------|
| Lynn Brenner | Outagamie County |
| X | |

DWD STAFF ATTENDEES:

Fred Bartol, DWS/BWP
Brenda Bell-White, DWS/BPS
Nancy Buckwalter, DWS/BPS
Heidi Hammes, DWS/BWP
Tim Hineline, DWS/BWP
Ron Hunt, DWS/AO

Jill Jokela, ASD/BITS
Joan Larson, DWS/BDS
Jude Morse, DWS/BPS
Anna Oehler, DWS/BWI
Janice Peters, DWS/BWP
Jacquie Piraino, DWS/BDS

Dianne Reynolds, DWS/BWP
Tom Smith, ASD/BB
Mike Soref, DWS/BWI
Edie Sprehn, DWS/BPS
Mary Tremain, DWS/BDS
Tony Veeder, DWS/BPS
Tom Younger, DWS/BJS

GUESTS:

Jane Batha, ACS
Linda Brandenburg, OIC-GM
Debra Cronmiller, Emergency Shelter
Jane Ehlers, Douglas County
Pam Fendt, UWM-Ctr for Econ. Dev.
Kathleen Mulligan-Hansel, IWF

David Hemke, Taylor County
Jim Kiernan, Kaiser Group
Shirley Kitchen, Dodge County
Renee Koenig, Forward Service
Carri Jakel, LFB
Kevin Loef, Kenosha County

Liz Maguire, Lakeshore Consortium
Carol Medaris, WCCF
Adelene Robinson, Kenosha County
Kim Satterfield, Forward Service
John Wilberding, MAXIMUS

RECORDER: Jude Morse, DWS/BPS

Secretary's Remarks on the W-2 and Related Programs Contracts and Future Direction

Secretary Roberta Gassman joined the meeting by conference call to share her updates on the W-2 and Related Programs Contracts and future direction. The Secretary thanked Bill Clingan, DWS Division Administrator, for his leadership and also thanked W-2 agencies and other stakeholders for their important role and commitment to the programs.

The Secretary emphasized that she and the Governor are committed to the W-2 program and that this administration supports connecting people with work and supportive services. Although there are challenges, there are recent indicators that the economy is improving. Secretary Gassman noted that some resources are available to help with the financial challenges of the W-2 Contracts, although this will not be DWD's only approach to challenges.

The Secretary thanked Ed Kamin, Kenosha County, for gathering some information from agencies to help inform financial projections for the W-2 Contracts. DWD staff have also identified four additional methodologies for estimating availability of resources for balance of the W-2 contract cycle. DWD is continuing to meet with partner agencies to identify successful approaches that may be used in additional areas of the state. DWD also is looking at potential changes in program policies to ensure participants are served while protecting the program's financial resources. DWD is committed to working together with partner agencies to address challenges and will consider any suggestions to improve the program without compromising services to participants or creating more bureaucracy. DWD encourages agencies to work closely with employers to help people get and keep jobs. Although limited financial resources cannot fund all programs, DWD will continue to support initiatives that help participants work.

The Secretary referenced a document, which summarizes DWD's approach, and Bill Clingan distributed the document at the meeting. (See paper dated May 21, 2004 titled 2004-2005 W-2 Contracts Update.) The Secretary concluded by thanking everyone for all they do, and emphasizing DWD's commitment to working together with agencies and other stakeholders to move through these challenging times within available resources.

After the Secretary's presentation, Bill Clingan provided a review of the document summarizing DWD's approach, and added that the review of program policies is ongoing, detailed information is being gathered, and there will be action by DWS to follow-up on dialogue.

Bill emphasized that DWD's approach includes focusing on good program policies, not just requesting more funding. The W-2 program will focus on employment and training for work, while recognizing that some of the caseload is several steps away from employment, however the W-2 program still includes the goal of employment.

Bill asked that any suggestions be sent to Nancy Buckwalter, and DWS will listen to all suggestions although all cannot be implemented.

A W-2 agency representative asked for more information on refugee resettlement, and Bill agreed to include this as a topic at a future C&I meeting.

Minutes Approval

The April 16, 2004 minutes were approved.

Update on C&I, Workgroups and DWS TANF Forum

Bill Clingan distributed two documents: 1) an update on the structure of the W-2 Contract and Implementation (C&I) Committee, Workgroups and a DWS TANF Forum; and 2) a list of the Previous C&I Subcommittees Functions in the New Workgroups. Bill asked that those interested in serving on the new groups contact Jude Morse.

Contracts Subcommittee

Ed Kamin reported that the W-2 agencies' responses to the survey were sent to DWS. Ed noted that there were some variances in the methodologies used by W-2 agencies to project dates and contract funding needs. Ron Hunt distributed a document on the survey responses.

Program Policy Subcommittee

Marilyn Putz reported that the Subcommittee met and continued discussion on disability and SSI issues in providing W-2 services. Marilyn stated that the issues from the Subcommittee would be coordinated through Janice Peters and the new DWS TANF Forum.

Performance Standards Subcommittee

John Wilberding provided the Subcommittee's report on behalf of Michelle Buckingham. John reported that the issues from the Subcommittee now will go to other Workgroups, including the Performance Standards Workgroup and the W-2 Reports and Information Users Group. John reminded DWS about agencies' request for expert level WISDOM training.

W-2, Income Maintenance, Food Stamp Employment and Training, and Child Care Coordination Subcommittee

Shirley Ross provided the Subcommittee's report on behalf of John Rathman. Shirley reported that the Subcommittee continued discussion on program coordination for energy assistance. The Subcommittee also discussed the new employer verification system. Bill Clingan noted that there is a meeting scheduled for discussion between DWD and DHFS on this system.

Client Assistance for Reemployment and Economic Support (CARES)/Information Technology (IT) Subcommittee

Liz Green reported that starting in June, this Subcommittee will transition to meeting concurrently with the IMAC IT Subcommittee, with a separate meeting as necessary before or after the IMAC IT meeting on W-2 IT issues.

W-2 Projections Workgroup

Ron Hunt presented an update on the Workgroup. Some W-2 agency representatives at the C&I meeting expressed concerns about funding for Services and Administration in addition to concerns about Benefits funding. Bill Clingan asked agencies to send any ideas to DWS.

W-2 Reports and Information User Group

Anna Oehler provided an update on the Workgroup. The Workgroup has been meeting and is reviewing the usefulness of various reports.

Best Practices – Case Management

Bill Clingan noted that there will be a series of Best Practices topics at C&I meetings, and encouraged dialogue on best practices. The first best practices topic is case management, presented by Forward Service Corp.

Marcia Christiansen, CEO of Forward Service Corp., introduced Renee Koenig and Kim Satterfield. They presented a Power Point including the services provided by Forward Service Corp., their program locations and their customer focus. The Forward Service Corp. Service Goal is "to achieve a state of continuous performance improvement." Case Management includes: a service delivery approach; spans organizational boundaries; and individualized services delivery. The Case Manager provides: individualized service plans/Employability Plans; specialist activities/services; guides customers through the service spectrum; and screening, evaluation/assessment, service planning, implementing service arrangements, monitoring and advocacy.

Suggestions for Agenda Topics for Next Meeting

A W-2 agency representative suggested an update on the Hmong Refugee Resettlement project as a topic for the next C&I meeting.

NEXT MEETING DATE: **June 25, 2004**
 201 E. Washington St., Room D203, Madison, WI